

SIX FLAGS NEW ENGLAND	
SUBJECT: TELEPHONE SYSTEM FAILURE	EMERGENCY RESPONSE PROCEDURES
SECTION: 28	PAGE: 1 of 2
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL P[REVIOUS

## TELEPHONE SYSTEM FAILURE

### I. Purpose

To establish an organized plan in the event of telephone system failure that will minimize the threats to park communications and the safety of the park operation

### II. Policy

- 28.01 Assurance that the Park retains the ability to respond to emergency calls is paramount. The loss of telephone communications potential impact to safety is as follows:
  - A. Internal calls for assistance are impeded delaying appropriate response.
  - B. Calls pertaining to outside emergency assistance are similarly impeded.
- 28.2 Unit 10 should be advised immediately of any loss of telephonic services. Unit 10 shall respond to the Operations Base to evaluate and ensure notifications
- 28.3 Unit 10 shall coordinate with departmental duty managers to ensure the proper allocation of radios to Park personnel. Priority of issuance shall be given to Rides, Security, and other safety-related positions.
- 28.4 Departmental duty managers shall ensure that their personnel are positioned strategically throughout the Park for maximum coverage.
- 28.5 The Security Duty Manager shall ensure that security personnel are stationed in high profile areas and near ride queue lines.
- 28.6 The IT Duty Manager shall ensure notifications of the telephone technician and telephone service providers.
- 28.7 Emergency phones located in First Aid shall be utilized to contact any needed emergency services.
- 28.8 Cell phones may be used to augment communications efficiencies in the event of a Park telephone system failure.

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### **III. Procedure**

#### **28.9 THREATS AND CONSIDERATIONS**

- A. Loss of telephone communications
- B. Delay in assistance requests
- C. Potential loss of outside telephone service

#### **28.10 PROCEDURES**

##### **A. Systems Support**

- Advise the Duty Manager that telephone service has been interrupted and immediately proceed to correct the problem.

##### **B. Duty Manager**

- Respond to the Operations Base Dispatch to evaluate the overall impact and threats to the park operation.
- Coordinate with the Duty Managers in priority issuance of available radios to rides and other locations. This may necessitate a meeting in the Emergency Command Center at the discretion of Unit 100.
- Coordinate the deployment of individual departmental supervision in the park to ensure maximum coverage.
- Ensure that there are personnel equipped with two-way radios in the park.
- Notify Six Flags New England Management.

##### **C. Security Department**

- Ensure that all Security personnel are patrolling the park.
- Assist with distributing any extra radios.
- Ensure that an officer advises Medical Services and Guest Relations of the failure and provide each location with a radio if one cannot be provided by operations.
- Operations Base will utilize the emergency backup phone to place all necessary calls.

**In the event of system failure, additional cell phones will be used.**